



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

## Member Health Education Program (MHEP) and Lock-in Referral

Date

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Member Name

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Date of Birth:

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State ID:

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County of Residence

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Notes Regarding Concerns

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Name of person referring

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Telephone:

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Request for follow-up

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**Request can be mailed, faxed or telephoned.**

Iowa Medicaid Enterprise  
100 Army Post Road  
Des Moines, IA 50315  
Attn: Member Services, Lock-in

Fax 515-725-1351

Telephone 800-338-8366  
Locally 515-256-4606

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Call or write the **Member Services Call Center** at:

PO Box 36510, Des Moines, Iowa 50315 – (800) 338-8366; (515) 725-1003 (local in the Des Moines area)  
Please visit our website at [www.ime.state.ia.us](http://www.ime.state.ia.us) or e-mail us at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)

Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315

470-5063 (9/11)